



Workers' Compensation Temporary Staffing Services Bench

Finance, Budget, and Audit Committee

July 17, 2025

File ID #2025-0192

Workers' Compensation Temporary Services Staffing Bench

Recommendation:

- AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to the Workers' Compensation Temporary Staffing Services Bench Contract No. PS48678001 with Lancesoft, Inc. and Contract No. PS48678002 with The Best Claims Solutions in an amount Not-To-Exceed (NTE) \$1,000,000, increasing the cumulative contract value from \$500,000 to \$1,500,000.
- Approval of this item will support the Workers' Compensation division's ability to maintain customer service for injured Metro employees and administer mandated benefits on time.

Workers' Compensation Temporary Services Staffing Bench

- Metro established a bench with temporary staffing agencies, Lancesoft, and The Best Claims Solutions in November 2023.
- Agencies provide qualified temporary workers to fill vacancies in the Workers' Compensation division of the Risk Management Department.
- The cumulative value of all contracts is NTE \$500,000 for a 5-year term commencing November 14, 2023, and terminating November 13, 2028.
- Contracts are used when the Workers' Compensation division experiences unexpected, prolonged vacancies and cannot absorb the additional work by other division employees.

Workers' Compensation Division

- Metro's workforce of 11,283 employees reports an average of 1,500 Workers' Compensation claims per year.
- The Division administers benefits provided by law, such as medical care and temporary and permanent disability benefits.
- California Labor Code mandates strict timelines for compliance.

Temporary Staffing Contract

- Contract is used when the division experiences a prolonged vacancy.
- At 18 months into the contract, 95% of the not-to-exceed amount has been expended.
- Since the contract inception, 13 vacancies, attributed to retirement, promotions, resignations, or long-term disability, have contributed to a faster-than-expected erosion of the not-to-exceed amount. The average vacancy duration was 4 months.
- Authority increase will ensure that the Workers' Compensation division can continue using the contract through the termination date to fill future unforeseen vacancies, administer Workers' Compensation benefits, and provide the medical care injured employees need without disruption.



Thank you.



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